

WeConnect

Energy news for our electric customers in Massachusetts



Start, stop or transfer your service online.

For more details, visit nationalgridus.com

Electric Emergency
1-800-465-1212
Customer Service
1-800-322-3223

Simple tactics to keep cool, reduce costs.

A well-maintained, energy-efficient home can lower your energy bill while enhancing your comfort. As the outdoor temperature rises there are a few easy tips you can use to improve your home's efficiency.

- Install programmable thermostats to adjust temperatures when rooms are unoccupied, saving you up to \$180 per year.
- Upgrade air conditioning equipment to more energy-efficient models reducing maintenance and lowering energy costs as much as 30 percent overall.
- Change filters on air conditioners to improve air quality.
- Keep doors and windows closed while running your air conditioner.
- Lower blinds and shades during the day to keep your home cool when the sun is out.
- Make sure vents are clear so air is distributed evenly.

Visit ngrid.com/save for more information.



Energy theft is dangerous and illegal.

Tampering with or bypassing meters puts lives in danger, threatens public safety and damages property. If you have information about energy theft, please call us at **1-800-322-3223**. All information will be kept confidential.

Maintain safe distance from electric lines.

Safeguard yourself, and your family, by being mindful of overhead power lines when you are working or playing outdoors. If you see a downed power line, keep everyone away and contact us immediately at **1-800-465-1212**. Always assume electric lines are energized.

When working and playing outdoors keep a safe distance. Never build a tree house or place any equipment under or near power lines. Visit nationalgridus.com for more tips about power lines.



No identification? Don't let them in.

National Grid employees, including contractors, are required to carry a photo identification card with company logo. If someone is requesting entry into your home or business without the proper ID, do not let them in and contact customer service at **1-800-322-3223**. If you feel you are in immediate danger, call **911**.

Handy tip for CO safety.

Carbon monoxide is an invisible, odorless gas that can be deadly if left undetected. It's good to be CO aware year-round even as summer approaches.

If you use a back-up generator to supply power during an outage, be sure to operate it outdoors. Open windows do not provide sufficient ventilation to safely operate a generator indoors. Also, never use a gas range for heating, or to burn coal or charcoal, in an enclosed space.



Restrain pets for safety.

In an attempt to keep your furry friends and our workforce safe, we ask that you properly restrain your pets prior to our arrival. Failure to do so could delay our ability to complete the service order in a timely manner.

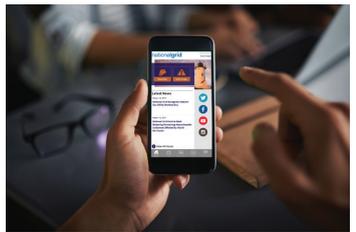
Keep that oven door closed.

An easy way to keep energy in check is to keep the oven door closed while cooking and baking. Each time you open the oven the temperature can drop as much as 25° F. Visit nationalgridus.com to find more money-saving ideas and currently-available energy efficiency rebates.



Use app to report outages online.

With National Grid's free mobile app, available from iTunes or Google Play, you can report outages and check the status of outages in your area. To report outages and downed wires call **1-800-465-1212**. If you have life-sustaining equipment in your home, call **1-800-322-3223**. For shelter information, call **211**.



Pay your bill online.

Want to make a payment online? If so, you can:

- Visit nationalgridus.com to click on the green "pay bill" button.
- Download and use our app available at iTunes and Google Play. The app also keeps you up to date on outages and more.



Moving? Cross us off your to-do list.

One week before you move visit nationalgrid.us or call Customer Service at **1-800-322-3223** to ensure that you'll get an accurate final bill and won't be billed beyond the date of your responsibility.

National Grid and the Bruins honor first responders.

We were proud to be on hand as the Boston Bruins hosted their First Responders Night in honor of those who serve the area. National Grid presented a check for \$130,000 raised during the BFit Challenge to benefit the Hundred Club of Massachusetts, whose mission is to provide financial support to the families of fallen heroes.

In our community



This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.
Questa è un'informazione importante,
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Stay away from downed power lines, and if you see one, call us right away at **1-800-465-1212**.